

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2024-2025

COURSE : 6th Semester of 3-year B.Sc. HHA Program  
SUBJECT : Advance Food Production Operations - II  
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Forecasting is an important part of production management. Elaborate giving examples. What are the factors taken into account before forecasting?

OR

How does yield management play an important role in production cost control in a hotel? Explain giving suitable examples.

(10)

Q.2. Write the salient features of Italian cuisine, highlighting its key ingredients and popular dishes.

OR

Describe the key characteristics of Mexican cuisine. Discuss its key ingredients and popular dishes.

(10)

Q.3. Describe four cooking techniques used in Chinese cuisine. List essential kitchen tools & utensils used in traditional Chinese cooking.

OR

Describe the cuisine of Middle Eastern region with respect to its unique geographical features, staple food and specialties.

(10)

Q.4. Write short notes on (any two):

- i) Tempering of chocolate
- ii) Factors affecting stability of Meringue
- iii) Organoleptic & sensory evaluation

(2x5=10)

Q.5. A. What do you understand by 'Job description'? How is it useful?

B. What are the steps undertaken in developing new recipes?

(5+5=10)

Q.6. Explain in details the role of different ingredients in bread making.

(10)

Q.7. Explain the step by step process of making meringues. Also, differentiate between soft & crispy meringues.

(10)

Q.8. Describe the following (any ten):

- |             |             |                |              |
|-------------|-------------|----------------|--------------|
| i) Al Dente | ii) Risotto | iii) Paella    | iv) Gravlax  |
| v) Tapas    | vi) Chorizo | vii) Schnitzel | viii) Hummus |
| ix) Meze    | x) Baklava  | xi) Kimchi     | xii) Falafel |

(10x1=10)

Q.9. Fill in the blanks:

- i) \_\_\_\_\_ is a spicy chili pepper seasoning famous in Spain & Portugal.
- ii) \_\_\_\_\_ is a rich, smooth chocolate mixture used as a glaze, filling or frosting for cakes & pastries.
- iii) \_\_\_\_\_ is a soft thin flatbread popular in Middle-east & Mediterranean cuisine.
- iv) \_\_\_\_\_ is a traditional Scottish fruitcake made with almonds, sultanas & whiskey.
- v) \_\_\_\_\_ is a Japanese dish consisting thinly sliced raw fish typically served with soy sauce, wasabi & pickled ginger.

(5x2=10)

Q.10. Match the following:

- |                |                                               |
|----------------|-----------------------------------------------|
| i) Parfaits    | a) Testing new products for flavour & texture |
| ii) Gelato     | b) Stabilizer                                 |
| iii) Agar-agar | c) Italian style creamy ice-cream             |
| iv) Foie Gras  | d) Layered frozen dessert                     |
| v) Food trials | e) Goose liver                                |

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(5x2=10)

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ACADEMIC YEAR 2024-2025

COURSE : 6<sup>th</sup> Semester of 3-year B.Sc. HHA Program  
SUBJECT : Advance Food & Beverage Operations - II  
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Prepare a duty roster for a bar. Assume its working hours. The bar has a seating capacity of 50 & includes 5 bar stools.

OR

Define job description. What are the categories of staff in an F&B department? Write the job description of an F&B manager.

(10)

- Q.2. Define supervisory skills. What are the skills needed by a supervisor in the F&B department? Explain the role of an F&B captain in ensuring successful operations in the F&B department.

OR

What are SOP's? How do SOP's develop efficiency? Write the SOP for service of leaf tea in a coffee shop.

(10)

- Q.3. What is a bar? Describe any four different types of bar found in the F&B industry.

(2+8=10)

- Q.4. What are the opening and closing duties of a bartender?

OR

List five common bar frauds. Write the measures to control such frauds.

(10)

- Q.5. Draw and label the parts of a bar. List 5 essential bar equipment.

(10)

- Q.6. Define cocktail. Classify cocktails based on their preparation. What are the parts of a cocktail?

(10)

- Q.7. Write a brief note on history of cocktails. List the golden rules of cocktail making.

(10)

- Q.8. Give recipes of **any two** cocktails:

i) Martini

ii) Margarita

iii) Bloody Mary

iv) Planter's punch

(2x5=10)

- Q.9. Explain the following terms in few lines (**any four**):

i) Bar die

ii) Bar optic

iii) Rusty nail

iv) Briefing

v) POS

vi) Tom Collins

(4x2½=10)

- Q.10. Match the following:

i) Pink Gin

a) Front Bar

ii) Debriefing

b) Coconut milk/extract

iii) Harvey Wallbanger

c) Fraud

iv) Pina colada

d) Under bar

v) Pink lady

e) Stemware

vi) Underpouring

f) Shift closing

vii) Goblet hanger

g) Bottle Opener

viii) Speed rail

h) Angostura

ix) Drip rail

i) Galliano

x) Angel wing

j) Gin

(10x1=10)

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ACADEMIC YEAR 2024-2025

COURSE : 6<sup>th</sup> Semester of 3-year B.Sc. HHA Program  
SUBJECT : Front Office Management - II  
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define timeshare. Describe the different types of timeshares.

OR

Discuss the major challenges in marketing a timeshare property. List marketing techniques which can boost the sales of such properties.

(10)

Q.2. Define the concept of yield management in hospitality industry. How does it differ from traditional pricing strategies, explain with supporting examples.

OR

Success of revenue management strategies depends on the efforts of revenue management team. Discuss.

(10)

Q.3. In short, describe the following:

i) Duration Control      ii) Points program      iii) Capacity Management      iv) Hurdle rate

(4x2½=10)

Q.4. What is yield management software? How does it help in automating revenue optimization for a hotel? Give examples of popular yield management software used in hotel.

OR

Discuss the challenges of implementing yield management software in hotel. How can a hotel overcome such challenges? Also, list the major duties & responsibilities of a revenue manager.

(10)

Q.5. List the potential high and low demand tactics for transient (FIT) business in hotels.

(10)

Q.6. A hotel has 120 rooms with a rack rate of Rs.10000/-. On a day 20 rooms are sold for Rs.4500; 45 rooms are sold for Rs.6000/- and 15 rooms are sold at Rs.8000/-. Calculate the following for the property: (Show all steps and formula for each ratio)

i) Occupancy percentage      ii) RevPAR      iii) ARR      iv) Yield

(4x2½=10)

Q.7. List the advantages and disadvantages of timeshare business. Highlight the role of AIRDA in promoting the timeshare business in India.

(10)

Q.8. Fill in the blanks:

i) \_\_\_\_\_ timeshares keep the week static for the members for the entire tenure of ownership.

ii) The time period by which a timeshare owner can cancel the timeshare contract is known as \_\_\_\_\_.

iii) The concept of revenue management originated in \_\_\_\_\_ industry.

iv) One of the tools in capacity management to maximize room revenue is \_\_\_\_\_ overbooking.

v) RCI, II and TPI are the examples of \_\_\_\_\_ companies in timeshare business.

(5x2=10)

Q.9. State True or False:

i) The standard published room rate of a hotel room is called rack rate.

ii) Corporate rate is special discount offered to families or vacationers.

iii) Last minute deals are special offers to sell unsold rooms.

iv) Data analytics software is used to track and predict booking trends.

v) The rate at which room cancellations are made is called booking pace.

(5x2=10)

Q.10. Match the following:

- i) Bienvenue à notre hôtel
- ii) Votre chambre est prête
- iii) Revenez nous voir
- iv) Votre taxi est arrivé
- v) Merci pour votre séjour

- a) Thank you for your stay
- b) Visit again
- c) Your taxi has arrived
- d) Your room is ready
- e) Welcome to our hotel

(5x2=10)

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ACADEMIC YEAR 2024-2025

COURSE : 6<sup>th</sup> Semester of 3-year B.Sc. HHA Program  
SUBJECT : Accommodation Management - II  
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. What are the steps to be followed during a fire emergency in hotel? Explain the procedure to evacuate guests & staff safely from fire incidence.

OR

List five potential hazards in the housekeeping and explain measures to deal with them.

(10)

- Q.2. "Colours play an extremely important role in interior decoration." Justify the statement with examples. Also, explain the different colour schemes used in hotel interiors.

OR

Explain the different types of lighting used in hotels. How does proper lighting contribute to the overall guest experience. Explain with suitable examples.

(10)

- Q.3. What are the elements of design? Explain how the elements are used to create a design.

OR

What are the various types of windows used in interior decoration? Explain using illustrations.

(10)

- Q.4. Elaborate the steps involved in a hotel refurbishing program.

OR

What are the factors to be considered while selecting furniture for guest rooms?

(10)

- Q.5. As an executive housekeeper of a new property, what will be your key responsibilities in launching a new hotel. Discuss the essential task involved in pre-opening phase.

(10)

- Q.6. What are the various types of carpets? Briefly explain each.

(10)

- Q.7. Differentiate between (any two):

- i) Floor finish and floor covering
- ii) Class A fire and class B fire
- iii) Valance and swags
- iv) Roller blinds and venetian blinds

(2x5=10)

- Q.8. Draw the layout of a standard double room in a five star hotel with dimensions.

(10)

- Q.9. Fill in the blanks:

- i) Gloves, masks and helmets falls under \_\_\_\_\_ equipment.
- ii) \_\_\_\_\_ is provided to an injured person before professional medical help arrives.
- iii) Fire triangle consist of oxygen, heat & \_\_\_\_\_.
- iv) \_\_\_\_\_ is the main feature in a room that draws attention.
- v) Red, orange, yellow are \_\_\_\_\_ colours.

(5x2=10)

- Q.10. Match the following:

- |                  |                          |
|------------------|--------------------------|
| i) Monochrome    | a) Green, Blue, purple   |
| ii) Cool Colour  | b) Movement path         |
| iii) Blinds      | c) A unit of illuminance |
| iv) Traffic flow | d) Window coverings      |
| v) Lux           | e) Shades of same colour |

(5x2=10)

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COURSE : 6<sup>th</sup> Semester of 3-year B.Sc. HHA Program  
SUBJECT : Food & Beverage Management  
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. What is budgetary control? Explain the steps involved in preparing a fine dining restaurant budget.  
**OR**  
Discuss the different ways to conduct inventory in general stores of your hotel. (10)
- Q.2. Describe menu engineering. Illustrate the advantages of menu engineering for a restaurant business.  
**OR**  
What is MIS? Discuss the different types of reports generated by MIS in a restaurant. (10)
- Q.3. What is menu merchandising? Analyze how menu serves as a marketing tool in a restaurant business. Explain with supporting examples.  
**OR**  
Discuss different types of sales machine system used in a restaurant. How do they help to enhance efficiency & accuracy in billing? (10)
- Q.4. What is break-even analysis? How is PV ratio an important business decision making tool? Justify with example.  
**OR**  
What is beverage control? What are the objectives of receiving of beverages? (10)
- Q.5. What is cost? Explain different elements of cost with suitable examples. (10)
- Q.6. What are various sales concepts? What are reasons to use sales promotion? (10)
- Q.7. How does variance analysis contribute to managerial decision-making? Discuss the causes of material variances and how they can be minimized in restaurant business. (10)
- Q.8. Write short notes on **(any two)**:  
i) Common threats in cash handling  
ii) Monthly food cost tracking  
iii) Types of menu  
iv) Pricing of menu (2x5=10)
- Q.9. State True or False:  
i) A popular but low profit menu item is star.  
ii) Yield management helps to minimize revenue.  
iii) When actual costs or revenues are better than expected they are considered favourable variance.  
iv) Day-to-day operational expenses are covered in capital budget.  
v) Stock reconciliation is comparing recorded and actual beverage stock levels. (5x2=10)
- Q.10. Match the following:  
i) Purchase of fruits & vegetables  
ii) Lead time  
iii) Safety stock  
iv) Shrinkage  
v) Chargeback  
a) Transaction that is reversed  
b) Loss due to wastage or spillage  
c) Raw material cost  
d) Extra inventory  
e) Time taken between ordering & receiving inventory (5x2=10)

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ACADEMIC YEAR 2024-2025

COURSE : 6<sup>th</sup> Semester of 3-year B.Sc. HHA Program  
SUBJECT : Facility Planning  
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define Systematic Layout Planning. Draw a diagram and list the steps to show the process of Systematic Layout Planning.

OR

Define blue print. Discuss the different types of blueprints in detail.

(10)

Q.2. Designing and constructing a hotel is an uphill task. What are the design considerations to be kept in mind while designing a five star hotel?

OR

Draw and explain the different kitchen configurations commonly seen in hotels.

(10)

Q.3. Mention the steps that can be taken to conserve energy in a hotel.

OR

Describe the best practices and storage procedures in a store section of a hotel.

(10)

Q.4. Write short notes (any two):

- i) General interior facilities for specially abled guest in a hotel
- ii) Chef's role in kitchen planning
- iii) Heritage hotels
- iv) Dish washing machine

(2x5=10)

Q.5. Difference between the following (any two):

- i) PERT and CPM
- ii) Carpet area and Plinth area
- iii) Floor area and Circulation area
- iv) Off street and on street parking

(2x5=10)

Q.6. Draw a network diagram for the given project and find out the critical path.

| Activity | Predecessor Activity | Time estimate (Weeks) |
|----------|----------------------|-----------------------|
| A        | -----                | 2                     |
| B        | -----                | 4                     |
| C        | -----                | 3                     |
| D        | A                    | 6                     |
| E        | B                    | 5                     |
| F        | B                    | 7                     |
| G        | C                    | 2                     |
| H        | D, E                 | 5                     |
| I        | F, G                 | 6                     |
| J        | H, I                 | 3                     |

(10)

Q.7. What are the mandatory requirements for a hotel to be classified as a five-star property? Compare the features of a five star and a three star hotel.

(10)

Q.8. Illustrate an ideal layout of a kitchen stewarding department. Also, discuss the key responsibilities of the kitchen stewarding department.

(10)

Q.9. State True or False:

- i) Feasibility study is the assessment of financial & operations viability before constructing a hotel.
- ii) Plinth area is the total build up area of a building.
- iii) Boutique hotel is a historically significant building.
- iv) Cellar is run jointly by purchase and F&B department.
- v) Crashing means increasing the duration of a project.

(5x2=10)

Q.10. Expand the below short forms (any five):

- i) FHRAI
- ii) IATO
- iii) LPG
- iv) FSI
- v) BTU
- vi) SS
- vii) CFL
- viii) LIFO
- ix) HVAC
- x) KWH

(5x2=10)

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